

*SEE ROCK CITY, INC.*  
**JOB DESCRIPTION**

Title: <i>Riverview Inn Housekeeper</i>	Team: Riverview Inn
Reports to: Inn Keeper	Status: Part-Time, Non-Exempt

**Summary**

*Responsible for working with the Riverview Inn Team to help maintain the overall cleanliness, sanitation, and excellent presentation of guest accommodations.*

**Responsibilities**

- Delivers excellent guest service in line with the organization's Mission, Cultures, and Values.
- Models appropriate guest and partner interaction at all times.
- Fills cart with supplies and transports cart to assigned areas.
- Enters guest rooms following appropriate procedures for gaining access and ensuring vacancy before entering.
- Replaces guest amenities and supplies in rooms.
- Replaces dirty linens and terry with clean items.
- Makes beds and folds terry.
- Cleans and stocks bathrooms as well as cleaning of the other non-guest room areas.
- Removes trash, dirty linens, and service items.
- Checks that all appliances are present in the room and in good working order.
- Straightens desk items, furniture and appliances.
- Dusts, polishes, and removes marks from walls, furnishings and windows.
- Vacuums carpets and performs floor care duties in guest rooms.
- Launders linens and other items.
- Interacts with guests on property and by phone in order to assist with any questions they may have regarding the surrounding area and attractions.
- Ensures that company policies and procedures are followed and enforced at all times.
- Assists with reservations and check out process.
- Puts out breakfast when needed.
- Monitors groceries and supplies and makes shopping lists.
- Performs other duties as assigned by management.

**Qualifications**

- Possess an outgoing, friendly personality and a passion for organization, cleanliness, and excellent guest service.
- Ability to convey a professional image to guests.
- Ability to work a flexible schedule, including nights, weekends and holidays.
- Ability to take direction and complete tasks independently.
- Ability to effectively present information and respond to questions from a group of managers, guests, or the general public as well as read and analyze business correspondence.
- Either has received or is pursuing a high school diploma or GED; six months related experience; or equivalent combination of both.
- Ability to stand, walk and use your hands above your head. Ability to stoop, kneel, and crouch, and lift up to 30 pounds.
- Ability to work in a variety of weather conditions, including high and low temperatures and wet conditions.